

# Technical product information

<b>Topic</b>	Front and/or rear internal door trim panel - Poor retention between the trim panel and door
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2074995/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> close rear lid	functionality -> cannot be closed	
body fixtures and fittings -> door, closures operation	functionality	
body fixtures and fittings -> closures	noise, vibration	
body fixtures and fittings -> closures	dimensional accuracy	
body fixtures and fittings -> door, closures operation -> electrically close rear lid	functionality -> without function / defect	

# Vehicle data

## Continental GT/C and Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

# Documents

Document name
master.xml

-----

### Customer statement / workshop findings

Front and/or rear internal door trim panel - Poor retention between the door trim panel trim clips and door panel tucker studs

#### **NOTICE**

The issue may be detectable visually or by a rattle noise

### Technical background

The door trim panel is retained to the door panel tucker studs with trim clips (Figure 1)

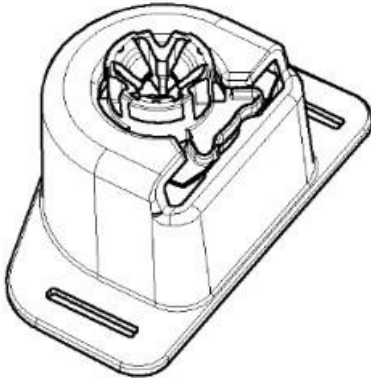


Figure 1



The door trim clips fit / secure onto the door panel tucker studs, the tucker studs are located as shown in Figures 2 and 3 (Depending on model)

#### **NOTICE**

The presence of coatings in some cases can affect the retention of the door trim panel

- Flying Spur (front and rear doors) - Figure 2

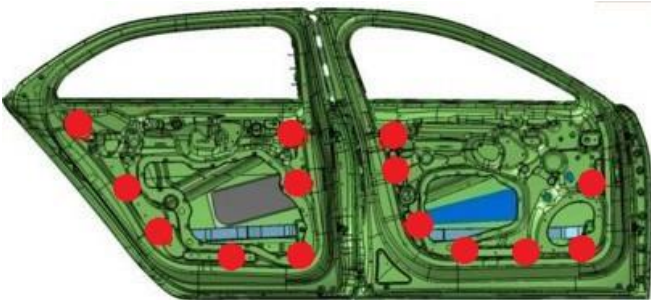


Figure 2

- Continental GT/C (Figure 3)

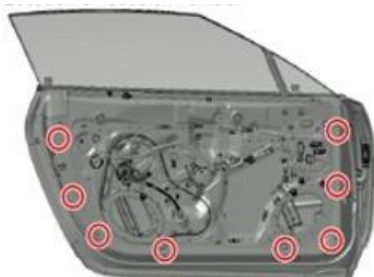


Figure 3

### Production change

All VIN's from SCBBK53S4PC010426 have the latest specification tucker studs fitted at the time of production. The new tucker studs have a more severe shaping to increase the pull off loads of the tucker clips irrespective of any coatings present

Should the issue be evident post the suggested VIN please raise a technical DISS query and await feedback before conducting any further work

## Measure

1) Raise a technical DISS query, ensuring the following is conducted:

- Before the door panel is removed, take a photograph which clearly shows the door panel retention issue

### NOTICE

**Do not wait for permission via DISS to conduct the onward instructions. The operative should carry out the onward instructions to completion on the affected door(s) only**

**IMPORTANT:** It is not required to conduct the rework on all doors, the rework must only be conducted on the door which has the retention issue evident

2) Referring to the applicable Rep.Gr remove the applicable door panel

- Once the door panel has been removed, take a photograph which clearly shows the tucker stud and any coatings present

3) Abrade all tucker studs using 3M Scotchbrite (or similar)

**Tip:** Ensure the whole tucker stud front to rear is abraded - Then wipe clean

### CAUTION

**Take care to only abrade the tucker studs**

### CAUTION

**Should any of the tucker studs be damaged the operative should attach clear photographs to the open DISS query and await feedback before conducting and further work**

4) Referring to the applicable Rep.Gr refit the applicable door panel

## Warranty accounting instructions

Warranty type 110 or 910

Damage service number

Front - 70 59

Rear - 70 73

Damage code 00 18

### **New Continental GT/C and New Flying Spur - Time to remove and refit the front door trim panel**

Labour operation code 70 59 19 00

Time 20 TU

### **Time to remove the e-coat from the front door tucker studs (x1 door)**

Labour operation code 57 51 29 99 (use 99 index until 26/09/24)

Time 10 TU

### **New Flying Spur - Time to remove and refit the rear door trim panel**

Labour operation code 70 73 19 00

Time 20 TU

### **New Flying Spur - Time to remove and refit both rear door trim panels**

Labour operation code 70 73 20 00

Time 40 TU

### **Time to remove the e-coat from the rear door tucker studs (x1 door)**

Labour operation code 58 51 29 99 (use 99 index until 26/09/24)

Time 10 TU